Curriculum Content Framework

COOPERATIVE OFFICE EDUCATION (COE)

Grade Level: 11,12	Prerequisites: Keyboarding
	Tech Prep Foundation Core
	Word Processing I, II
CIP Code: 07.0606	Course Code: 07.000

Course Description: Cooperative Office Education (COE) is a two-semester course designed for junior and senior business students. This is a supervised learning experience where advanced business education students attend school one-half day and work in a business office a minimum of 270 hours per semester is required for the work experience. The student's job must relate to his\her career objective and the worksite trainer must develop a list of competencies to be taught on the job relating to classroom competencies and career objectives. All aspects of the industry must be taught.

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UNIT 1: Reviewing COE Responsibilities
Suggested Number of Hours: 5

VOCATIONAL AND TECHNICAL SKILLS What the Student Should Be Able to Do		ACADEMIC AND WORKPLACE SKILLS What the Instruction Should Reinforce		
Knowledge	**Application**	**Skill Group**	**Skill**	**Description**
1.1 (define) COE		Foundation	Reading	Applies/Understands technical words that pertain to subject [1.3.6]
1.2 (list) Responsibilities of COE students		Foundation	Writing	Records data [1.6.16]
1.3 (explain) Responsibilities of COE students	1.3.1 Sign terms of student- parent agreement	Foundation	Speaking Writing	Communicates a thought, idea, or fact in spoken form [1.5.5] Analyzes data, summarizes results, and makes conclusions [1.6.2]
	1.3.2 Choose job objective and complete student training plan based on career objective	Thinking	Decision Making	Accepts responsibility for decision [4.2.1]
	1.3.3 Complete wage and hour form	Foundation	Arithmetic/ Mathematics	Comprehends mathematics ideas and concepts related to wages [1.1.13]
	1.3.4 Review employer evaluation form	Thinking	Decision Making	Comprehends ideas and concepts relating to evaluation [4.2.2]
	1.3.5 Participate in COE activities (i.e. FBLA)	Interpersonal	Team Work	Demonstrates understanding, friendliness, adaptability, empathies and politeness in new and on-going settings [2.6.3]

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2.1 (define) Information processing		Foundation	Reading	Applies/Understands technical words that pertain to subject [1.3.6]
2.2 (list) Software applications used in processing business information	2.2.1 Evaluate the needs for using different software	Foundation Thinking	Writing Decision Making	Communicates thoughts, ideas, or facts in written form in a clear, concise manner [1.6.6] Comprehends ideas and concepts related to software applications used in processing business information [4.2.2]
2.3 (define) Word processing		Foundation	Reading	Applies/Understands technical words that pertain to subject [1.3.6]
2.4 (explain) The need for word processing		Foundation	Reading Speaking	Determines what information is needed [1.3.10] Communicates a thought, idea, or fact in spoken form [1.5.5]
2.5 (describe) The word processing activities performed in an office	2.5.1 Key business documents (i.e. memos, letters, reports, tables)	Foundation Thinking	Speaking Problem Solving	Communicates a thought, idea, or fact in spoken form [1.5.5] Comprehends ideas and concepts related to business documents [4.4.1]; devises and implements a plan of action to resolve problem [4.4.3]
2.6 (name) Uses of ten-key calculator	2.6.1 Apply uses of calculator to business problems	Foundation Thinking	Writing Knowing How to Learn	Communicates thoughts, ideas, or facts in written form in a clear, concise manner [1.6.6] Applies new knowledge and skills to business problems [4.3.1]
2.7 (model) Proper hand position using the touch system	2.7.1 Demonstrate ten-key proficiency	Thinking	Knowing How to Learn	Applies new knowledge and skills to demonstrate proficiency using the touch system on the ten-key calculator [4.3.1]
2.8 (define) Ergonomics		Foundation	Reading	Applies/Understands technical words that pertain to subject [1.3.6]

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2.9 (list) Factors affecting office ergonomics	2.9.1 Evaluate classroom ergonomics	Foundation Thinking	Writing Decision Making Knowing How to Learn	Communicates thoughts, ideas, or facts in written form in a clear, concise manner [1.6.6] Comprehends ideas and concepts related to ergonomics [4.2.2] Processes new information as related to work place [4.3.5]
	2.9.2 Generate plans to improve classroom ergonomics	Thinking	Decision Making	Evaluates information/data to make best decisions [4.2.5]; generates options/alternatives [4.2.6]
2.10 (define) Records management		Foundation	Reading	Comprehends written information and applies it to a task [1.3.8]
2.11 (list) The basic records management systems	2.11.1 Analyze the advantages of both the manual and electronic records management systems	Foundation Thinking	Writing Reasoning	Communicates thoughts, ideas, or facts in written form in a clear, concise manner [1.6.6] Comprehends ideas and concepts related to records management [4.5.2]
	2.11.2 Analyze the disadvantages of both the manual and electronic records management systems	Thinking	Reasoning	Comprehends ideas and concepts related to records management [4.5.2]
2.12 (identify) Manual and electronic records management classifications	2.12.1 Solve records management problems (i.e. alphabetic, numeric, geographic, etc.)	Thinking	Creative Thinking Decision Making	Creates new design by applying specified criteria [4.1.3] Demonstrates decision-making skills [4.2.4]; evaluates information/data to make best decision [4.2.5]
2.13 (define) Spreadsheet, database, and desktop publishing		Foundation	Reading	Applies information to new situations [1.3.5]
2.14 (list) Uses of spreadsheets, database, and desktop publishing		Foundation	Reading	Determines what information is needed [1.3.10]
2.15 (describe)	2.15.1	Foundation	Speaking	Organizes ideas and communicates oral

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Activities performed in preparing a spreadsheet, a database, and in desktop publishing	Create spreadsheet, database, and perform desktop publishing activities	Thinking	Problem Solving Reasoning	messages to listeners [1.5.7] Devises and implements a plan of action to resolve a problem [4.4.3] Comprehends ideas and concepts related to creating a spreadsheet [4.5.2]

UNIT 3: Human Relations
Suggested Number of Hours: 30

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Knowledge	**Application**	**Skill Group**	**Skill**	**Description**
3.1 (explain) Office environment		Foundation	Reading	Applies/Understands technical words that pertain to subject [1.3.6]
3.2 (identify) An acceptable social environment	3.2.1 Compose a list of acceptable social behaviors (i.e. office politics, attitude)	Foundation Personal Management	Speaking Integrity/Honesty/ Work Ethic	Communicates a thought, idea, or fact in spoken form [1.5.5] Describes desirable worker characteristics [3.2.3]
	3.2.2 Compose a list of unacceptable social-behaviors (i.e. sexual harassment)	Foundation Personal Management	Speaking Integrity/Honesty/ Work Ethic	Communicates a thought, idea, or fact in spoken form [1.5.5] Describes desirable worker characteristics [3.2.3]
	3.2.3 Analyze social behavior situations	Interpersonal	Customer Service	Applies human relations skills in real-life situations [2.3.1]
3.3 (identify)	3.3.1	Foundation	Speaking	Communicates a thought, idea, or fact in

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Knowledge	**Application**	**Skill Group**	**Skill**	**Description**
An acceptable ethical environment	Compose a list of acceptable ethical behaviors	Personal Management	Integrity/Honesty/ Work Ethic	spoken form [1.5.5] Describes/Eplains significance of integrity, honesty, and work ethics [3.2.4]
	3.3.2 Compose a list of unacceptable ethical behaviors	Foundation Personal Management	Speaking Integrity/Honesty/ Work Ethic	Communicates a thought, idea, or fact in spoken form [1.5.5] Describes/Eplains significance of integrity, honesty, and work ethics [3.2.4]
	3.3.3 Analyze ethical behavior situations	Interpersonal	Customer Service	Applies human relations skills in real-life situations [2.3.1]
3.4 (define) Teamwork		Foundation	Reading	Applies information to new situations [1.3.5]
3.5 (identify) Concepts relating to teamwork	3.5.1 Develop a project using teamwork concepts	Foundation Interpersonal	Reading Teamwork	Comprehends written information and applies it to a task [1.3.8] Demonstrates understanding, friendliness, adaptability, empathy, and politeness in a new and ongoing group setting [2.6.3]; works effectively with others to reach a common goal [2.6.6]
3.6 (explain) The importance of setting career goals (i.e. short and long term)	3.6.1 Design short and long term career goals	Foundation Personal Management	Speaking Career Awareness, Development, and Mobility	Communicates a thought, idea, or fact in spoken form [1.5.5] Sets well defined and realistic career goals (short term and long term) [3.1.11]
3.7 (describe) The value of self-assessment	3.7.1 Prepare a self-assessment	Personal Management	Career Awareness, Development, and Mobility	Analyzes own knowledge, skills, and abilities [3.1.2]
3.8 (identify) Skills and knowledge required to upgrade and improve performance	3.8.1 Prepare a plan of action for career advancement	Foundation	Writing	Checks, edits, and revises document for correct information, appropriate emphasis, form, grammar, spelling, and punctuation [1.6.5]; communicates thoughts, ideas, or facts in written form in a clear, concise manner [1.6.6];

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Knowledge	**Application**	**Skill Group**	**Skill**	**Description**
		Personal Management	Career Awareness, Development, and Mobility	composes and creates document-letters, manuals, reports, proposals, graphs, flow charts, etc. [1.6.8] Establishes and implements a plan of action [3.1.5]
3.9 (explain) The importance of life-long learning to a successful career	3.9.1 Develop strategies to accommodate impending changes in the workplace	Foundation Personal Management	Speaking Organizational Effectiveness	Communicates a thought, idea, or fact in spoken form [1.5.5] Develops skills to locate, evaluate, and interpret career information [3.1.4]

UNIT 4: Communications
Suggested Number of Hours: 20

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Knowledge	**Application**	**Skill Group**	**Skill**	**Description**
4.1 (define) Communication	4.1.1 Apply communication skills to job performance	Foundation Personal Management	Reading Responsibility	Applies/Understands technical words that pertain to subject [1.3.6] Accepts responsibility for position [3.4.1]
4.2 (describe) The communication process	4.2.1 Analyze situations for essentials of the communication process	Foundation Thinking	Writing Reasoning	Communicates thoughts, ideas, or facts in written form in a clear, concise manner [1.6.6] Uses logic to draw conclusions from available information [4.5.6]
4.3 (list) The barriers to communication	4.3.1 Analyze situations with communication barriers.	Foundation Thinking	Writing Reasoning	Communicates thoughts, ideas, or facts in written form in a clear, concise manner [1.6.6] Uses logic to draw conclusions from available information [4.5.6]
4.4 (identify) The five "C's" of communication	4.4.1 Apply the five "C's" to a form of communication	Foundation Thinking	Reading Knowing How to Learn	Applies/Understands technical words that pertain to subject [1.3.6] Applies new knowledge and skills to communication [4.3.1]
4.5 (define) Reading		Foundation	Reading	Applies/Understands technical words that pertain to subject [1.3.6]
4.6 (list) Techniques of successful reading	4.6.1 Apply reading techniques to reading problems	Foundation Thinking	Writing Reasoning	Communicates thoughts, ideas, or facts in written form in a clear, concise manner [1.6.6] Applies rules and principles to a new situation [4.5.1]
4.7 (explain) The importance of the reading skill in business	4.7.1 Analyze documents to distinguish keywords	Foundation	Reading	Comprehends written information for main ideas [1.3.7]
4.8 (define) Writing		Foundation	Writing	Applies/Uses technical words and concepts [1.6.4]

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4.9 (describe) The writing process		Foundation	Writing	Applies/Uses technical words and concepts [1.6.4]
4.10 (identify) The different types of written communication	4.10.1 Select the appropriate written communications for the appropriate situations	Foundation Thinking	Reading Problem Solving	Comprehends written information and applies it to a task [1.3.8] Draws conclusions from what is read and gives possible solutions [4.4.4]
4.11 (explain) Writing technology (i.e. jargon, tone, empathy)	4.11.1 Analyze written communication	Foundation Thinking	Speaking Reasoning	Applies/Uses technical terms as appropriate to audience [1.5.2] Comprehends ideas and concepts related to terminology [4.5.2]
4.12 (label) The format of written communication		Foundation	Writing	Applies/Uses technical words and concepts [1.6.4]
4.13 (define) Proofreading and editing	4.13.1 Apply proofreading and editing rules to various forms of written communication	Foundation	Writing	Checks, edits, and revises documents for correct information, appropriate emphasis, form, grammar, spelling, and punctuation [1.6.5]
4.14 (define) Listening		Foundation	Writing	Applies/Uses technical words and concepts [1.6.4]
4.15 (list) Techniques of effective listening	4.15.1 Apply listening techniques to listening situations	Foundation Thinking	Writing Reasoning	Communicates thoughts, ideas, or facts in written form in a clear, concise manner [1.6.6] Applies rules and principles to a new situation [4.5.1]
4.16 (explain) The importance of the listening skill in business		Foundation	Writing	Presents answers/conclusions in a clear and understandable form [1.6.13]
4.17 (name) Barriers to effective listening	4.17.1 Assess listening situations through role-playing, group activities, etc...	Foundation	Listening Speaking	Evaluates oral information/presentation [1.2.2] Communicates a thought, idea, or fact in spoken form [1.5.5]
4.18 (explain) The importance of developing speaking skills	4.18.1 Evaluate a speech presentation for communication skills	Foundation Thinking	Speaking Problem Solving	Interprets nonverbal cues such as eye contact, posture, and gestures for meaning [1.5.6] Draws conclusions from observations, evaluates

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				conditions, and gives possible solutions [4.4.5]
	4.18.2 Prepare a speech	Foundation	Writing	Organizes information into an appropriate format [1.6.10]
	4.18.3 Present a speech	Foundation	Speaking	Adapts presentation to audience [1.5.1]; organizes ideas and communicates oral messages to listeners [1.5.7]; speaks effectively using appropriate eye contact, gestures, and posture [1.5.11]; uses verbal language and other cues such as body language appropriate in style, tone, and level of complexity to the audience and the occasion [1.5.14]
4.19 (list) The two types of speaking skills	4.19.1 Classify speeches according to formal or informal communication	Foundation Thinking	Writing Reasoning	Applies/Uses technical words and concepts [1.6.4] Uses logic to draw conclusions from available information [4.5.6]
4.20 (identify) Documents used in applying for a job	4.20.1 Prepare documents needed for the job application process	Foundation	Writing	Communicates thoughts, ideas, or facts in written form in a clear, concise manner [1.6.6]; composes and creates document-letters, manuals, proposals, graphs, flow charts, etc. [1.6.8]; evaluates written information for appropriateness/content/clarity [1.6.9]
4.21 (explain) Interview techniques	4.21.1 Demonstrate interview techniques	Foundation	Speaking	Communicates a thought, idea, or fact in spoken form [1.5.5]; speaks effectively using appropriate eye contact, gestures, and posture [1.5.11]; speaks in a clear, concise manner [1.5.12]
4.22 (define) Terminology related to the automated office		Foundation	Writing	Applies/Uses technical words and concepts [1.6.4]
4.23 (list) Equipment used in the automated office		Foundation	Writing	Organizes information into an appropriate format [1.6.10]

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Knowledge	**Application**	**Skill Group**	**Skill**	**Description**
4.24 (explain) The importance of the equipment in the automated office		Foundation	Reading	Comprehends written information for main ideas [1.3.7]
4.25 (identify) The types of processes used in the automated office	4.25.1 Compare the uses of various processes	Foundation Thinking	Reading Problem Solving	Comprehends written information for main ideas [1.3.7] Comprehends ideas and concepts related to processes in the automated office [4.4.1]
	4.25.2 Distinguish which process would best solve problems	Thinking	Problem Solving	Demonstrates logical reasoning in reaching a conclusion [4.4.2]
	4.25.3 Operate available equipment to solve problems	Thinking	Knowing How to Learn	Applies new knowledge and skills to solve problems in the automated office [4.3.1]
4.26 (identify) Supplemental materials used with automated equipment	4.26.1 Solve problems using reference manuals, telephone directories, etc...	Foundation Thinking	Reading Creative Thinking	Comprehends written information for main ideas [1.3.7] Finds new ways of dealing with existing problems/situations [4.1.5]

UNIT 5: Management and Supervision
Suggested Number of Hours: 10

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Knowledge	**Application**	**Skill Group**	**Skill**	**Description**
5.1 (define) The management process	5.1.1 List and define management functions	Foundation	Writing	Analyzes data, summarizes results, and makes conclusions [1.6.2]
	5.1.2 List specific examples of an activity in each of the management functions	Thinking	Reasoning	Sees relationships between two or more ideas, objects, or situations [4.5.5]
5.2 (define) Chain of command, division of words, and unity of direction	5.2.1 Discuss different approaches to management	Foundation	Reading Speaking	Comprehends written information for main ideas [1.3.7] Applies/Uses technical terms as appropriate to audience [1.5.2]; communicates a thought, idea, or fact in spoken form [1.5.5]
5.3 (discuss) Duties of supervisors		Foundation	Speaking	Communicates a thought, idea, or fact in spoken form [1.5.5]
5.4 (discuss) Individuality and basic needs of employees	5.4.1 List reasons some supervisors fail	Foundation Thinking	Writing Reasoning	Presents conclusion in a clear, and understandable form [1.6.13] Comprehends ideas and concepts related to management [4.5.2]